

SUPPORT SERVICES AND THE INTEGRATION OF IMMIGRANT WOMEN IN
EASTEN VANTAA

Befeh Elizabeth Ngoye

Thesis, Spring 2012

Diaconia University of Applied Sciences,

Järvenpää Unit

Degree Programme in Social Services

Bachelor of Social Services (UAS)

ABSTRACT

Befeh Elizabeth Ngoye, Support Services and the Integration of Immigrant Women in Eastern Vantaa Language: English. Jarvenpää Spring 2012. Pages 62 Appendix I, II

Diakonia University of Applied Sciences. Degree Program in Social Services

The main aim of this study was to examine how the immigrant services support the immigrant women in their integration process and to find out the services that support most in the integration process. The thesis aims at raising an awareness on the important factors that facilitates the integration process.

The study followed a qualitative research method with open-ended questions. Two different groups of people were interviewed. Three social workers working with immigrants and three immigrant women and the result concentrated on their opinions rather than generalizing how the services support all the immigrants women in Eastern Vantaa in the integration process.

The acculturation process of the three women is analyzes base on attitude towards Finns and Finnish society, social networks, employment, the use of Finnish language and their basic health. It is most probably that their integration is satisfactory in general, even though there are certain obstacles that weaken the integration process. Most previous studies have predictions concerning of acculturation processes, particularly in the fields of economics and social structure but the acculturation situation is the most complex of all contact situations and the key to an understanding of what may happen can be study base on what happens in simpler situations. In the future simpler situation such as the adaptation to the dark and long winter, change of food type, dressing etc can be investigated.

Keywords: Acculturation, integration, separation, exclusion, marginalization, multiculturalism, melting pot

Contents

ABSTRACT	2
1 INTRODUCTION.....	4
1.1 Immigrants in Finland	7
1.2 Study Area of the Thesis	8
1.3 Aims of the Thesis.....	8
1.4 Topic of the Research.....	9
1.5 Research Question.....	11
2 SOCIAL SERVICES AND THE INTEGRATION POLICIES	13
2.1 Finnish Integration Plan Policy	13
2.2 Social Services policies	15
2.2.1 Financing.....	17
2.2.2 Immigrant Services Providers	18
2.2.3 Existing Services for Immigrants	18
2.2.4 Cultural and Political Rights	20
2.2.5 Monitoring and Evaluation of social services	21
3 LITERATURE REVIEW AND PREVIOUS RESEARCH.....	22
3.1 Acculturation.....	23
3.1.1 Assimilation and Separation.....	25
3.1.2 Integration and Marginalization	25
3.1.3 Multiculturalism and Melting pot.....	26
3.1.4 Segregation and Exclusion	27
3.1.5 Acculturation and Cultural Rights.....	27
3.1.6 Acculturation, Economic and Social Change	29
4 RESEARCH METHODOLOGIES	31
4.1 Research Method.....	31
4.2 Area of Study	32
4.3 Data Collection Procedure.....	33
4.4 Selection Criteria of Interviewees	34

4.5 Ethics of the Research	35
4.6 Reliability and Validity	37
4.7 Content Analysis	38
5 RESULTS.....	39
5.1 Immigrants Women Interview Results	39
5.1.1 Education, Economic and Employment	39
5.1.2 The level of Finnish, Use of Finnish language and Attitude with Finns	41
5.1.3 The Ethnic Identity, Discrimination and Finnish Legislation	42
5.1.5 Satisfaction with the Social Services Supports	43
5.1.6 Social Networks and Mental Problems	44
5.2 Perspectives from the Social Workers Working with Immigrants Women	45
5.2.1 Services for Immigrants in Vantaa	45
5.2.2 Discrimination and Mental Health Problems	46
5.2.3 Economic Situation and Employment	46
5.2.4 The Level of Finnish and Integration Hindrances	47
5.2.5 Problems and Challenges working with Immigrants.....	47
5.2.6 Recommendations of Social Workers	48
6 ANALYSING THE RESULTS.....	49
7 CONCLUSIONS	51
7.1 Professional Development	52
7.2 Weakness of the Research.....	52
REFERENCES.....	54
APPENDIX 1	57
APPENDIX II	58

1 INTRODUCTION

Support services and the process of integration of immigrant women in Eastern Vantaa is the topic of my thesis. My thesis tries to find how the social services for immigrants support immigrant women in Eastern Vantaa in their integration process.

A person who moves from one country to another is referred to as an immigrant. The movement of people from one place to another is known as migration. Migration is not a new phenomenon people have always been moving from one place to another either internally or internationally. International migration is the movement of people from one country to another while internal migration is the movement of people within a country and most often from the rural to the urban areas. (Xpeditions, 2005.)

Immigrants may signify refugees, migrants, and other foreigners and in some cases, asylum seekers as well (Finnish National Board of Education). According to the municipality of residence act, a person who moves to Finland and have a home municipality is referred to as an immigrant and is entitled to integration measures (Municipality Residence Act 201/1994).

Integration in the Finnish legislation context means the personal development of immigrants, with the aim for them to take part in the working life and society while preserving their own language and culture. It also means the actions taken and the resources and services provided by authorities to promote and support such integration and the consideration for the needs of immigrants in planning and providing other public services and measures (Integration of Immigrant and Reception of Asylum seekers Act, 2005)

Immigrants move for several reasons. Some move in order to improve their standard of living. Some people move to give their children better opportunities. Nowadays, with

modern technology in transportation and telecommunications, more people are motivated to move. The less privileged can see that the wide difference of the standard of living of the poor and rich are getting wider. In this regard the poor turn to move to other area for better life opportunities. The less privilege want to share in the wealth, and by the means of modern transportation, they are able to get to the richer lands in a very short period of time. Also with economic globalization and propagation of international business, there is increasing need for movement of professionals. (International Migration Organization, 2011.)

Some flee their country for fear of oppression or violence, war, persecution, environmental disaster and poverty (Amnesty International, 2000). Others are sent abroad for a couple of years by their company, some just like to travel abroad for a short period. These immigrants are refugees, expatriates, tourists and asylum seekers. In contrast to these short-term immigrants, immigrants settle down in a new country for long periods or in most cases permanently (table II). In some case the immigrants have been pulled to the new country by personal, political or religious reasons, but most often they go there to find a better economic position, or to be reunited with family members. Though there are many other exceptions, as illustrated by brain drain phenomenon, immigrants have certain often come from lower socio-economic classes. (Stalker, 2001 cited in Sam & Berry 2006, 11.) The population statistic 2009 show that there were 196,000 inhabitants living in Vantaa. 18,000 had a foreign background, which is 9.1% of the whole Vantaa. (Infopankki, 2005.) This shows that there are quite a numerous number of immigrants living in Finland. The level of education is continually rising in Finland and, the number of people willing to do intensive labor is expected to decrease. This obstruct the suitable employment of immigrants, who have lower demands than Finns and are thus distinguish by the employers as more qualified for intensive labor. (Paananen, 1999.) This tells that immigrants are most successfully recruited for jobs that require little or no training.

1.1 Immigrants in Finland

Comparing Finland with other European countries, show that there are few immigrants living in Finland (table 1). Immigration is quite a new concept in Finland because the amount of immigrants rose remarkably since the 1990's when Finland started to receive refugees and asylum seekers from Somalia and Former Yugoslavia. In the 1990's people with Finnish ethnicity but living in Former Soviet Union were able to return back to Finland. (Perhoniemi & Jasinskaja-Lahti 2006, 11.)

Finland has received a big number of refugees from Somalia, Former Yugoslavia, Vietnam, Middle-east and Afghanistan (table 1). Most immigrants in Finland are from Russia or Former Soviet Union, Estonia and Sweden. Ethnic Finns return to Finland from Russia and also from USA, Great Britain and Australia where they have moved years ago in order to work. Immigration in Finland appears also in multicultural marriages and they are actually on increase. Finnish men marry more commonly women from Russia, Estonia and Thailand, whereas Finnish women find their husband from USA, Turkey, England and Sweden. Some immigrants come to Finland for work or *studies*. Especially immigrants from USA and Western Europe live in Finland due to work. Universities and polytechnics attract immigrants yearly from many different countries. Approximately half of the immigrants live in south Finland. Reasons for the big number of immigrants in the capital area are because of the better working possibilities and more international atmosphere than in other parts of Finland. (Perhoniemi and Jasinskaka-Lahti 2006, 12.)

1.2 Study Area of the Thesis

Eastern Vantaa was chosen as the area for the study because there are a large number of immigrants living in the area. Vantaa is located in Southern Finland, close to Helsinki. The population statistic in Vantaa Finland in 2009 show that there were 196,000 inhabitants living in Vantaa, of which 18,000 have a foreign background, which is 9.1% of the whole Vantaa population. Generally Vantaa is divided into seven areas Myyrmäki, Kivistö, Aviapolis, Tikkurila, Koivukylä, Korso and Hakunila (Infopankki, 2005.) According to acculturation theories, in the process of an immigrant adaption to his or her new location he or she may be integrated, marginalized, separated or assimilated. The study chooses to focus on integration because according to the Finnish legislation the immigrants are expected to be integrated (Integration of Immigrant and Reception of Asylum seekers Act, 2005).

1.3 Aims of the Thesis

The employment of immigrant graduate is very problematic, immigrant experts are discouraged by the fact that the jobs offered to them are often not up to their educational standard (Heikkilä & Jaakkola 2000; Peltonen 2002). This thesis seeks to identify how the services for immigrant women support them in their integration process. The aim of the research is to find out how the immigrant services in Eastern Vantaa support the integration process of immigrants women. The thesis aims at raising an awareness to both the immigrant women and social workers of immigrants on the important factors that facilitates the integration process. The aim is to add professional understanding among immigrant social workers to enable them to plan and implement the three years integration plan policy. Find out if the immigrant women and the immigrant workers agree in their opinions. I interviewed a few people in order to concentrate on their opinions especially instead of generalizing how well all the

immigrants' women in Eastern Vantaa had been integrated, but want to know how some of them had been integrated and how they find the services. It also aim to know what kind of ideas immigrant workers have about the current integration situation among immigrants and how they see the immigrant work and the services at the moment. The research results are relying on the opinions of some immigrant women and immigrant workers. I would like to research to have the basics knowledge of the conditions necessary to be integrated in the Finnish society and most especially in Eastern Vantaa. The research also wants to provide guide, knowledge and easy ways to be integrated to other immigrant's women in eastern Vantaa.

1.4 Topic of the Research

Support services and the integration of immigrant women in Eastern Vantaa is the topic of the thesis. This topic has been reframed from the first mini project that was carried out during the first year of studies during spring session in eastern Vantaa. Actually the topic was 'the integration of immigrant women in eastern Vantaa and the functionality of the immigrant services'. I found this topic to be too long and I decided to reframe it as mentioned above. My supervisor found the topic to be very interesting and encouraged me to research further on this topic for my final thesis.

When thinking about the topic it was quite obvious for me that I would concentrate on immigrant women in eastern Vantaa because I am an immigrant and lived in eastern Vantaa. Eastern Vantaa has five districts Tikkurila, Korso-koivukylä, Hakunila, Myyrmäki, and Martinlaakso. Global world statistics shows that women are the most excluded in the societies (Womankind Worldwide Equal Respected Proud, 2011). The fact that women inclusion is better in Finland to the extent that women can rule as president is worth to studying the situation of immigrant women in Finland, Vantaa in particular that is one of the places in Finland with more immigrants. Besides being interested in immigrant

issues I did my placement visits in Vantaa. I ended up finding out that it would be good to research on “The support services and the process of integration for immigrant women in eastern Vantaa”. During the placement visits, as an immigrant with little knowledge of Finland, Vantaa became familiar to me and I decided to concentrate my data collection there. On the other hand, I had to limit the topic to eastern Vantaa because the whole Vantaa would be too large and to limit repetition because the services are similar in other places. The services for immigrant in Vantaa are generally divided between eastern and western Vantaa, Tikkurila being in the middle. In addition to eastern Vantaa I include Tikkurila into the research because the citizens of eastern Vantaa are actively using the services of Tikkurila.

The aim of the thesis is to find out how the services offered to immigrant women in eastern Vantaa support them in the integration process.

There are many kinds of services for immigrant women in Vantaa offered by the municipality and by NGOs. I find out more about these services from the view point of the immigrant women and from the view point of social workers working with immigrants as well and evaluate if the services support the immigrant women in the integration process.

The reason why I chose the topic is that I am interested in social work with immigrant women as a profession. I decided to limit the research target, it was very obvious that I choose immigrant women because after all, I am women and am also interested in women's position in the society. Many times in history and even nowadays, women are most excluded in the society so it is important to take them into consideration.

1.5 Research Question

The concept of social integration can be understood in different ways. It can be understood as an inclusionary goal, implying equal opportunities and rights for all human beings. In this case, becoming more integrated implies improving life chances. To others however, increasing integration has a negative implication, conjuring up the image of an unwanted imposition of uniformity. And to other, the term does not necessarily imply either a positive or a negative state. It is simply a way of describing the established patterns of human relations in any given society. (UNRISD, 1994.) Integration plan of action for immigrants is to decrease poverty, reduce unemployment and to enhance social integration (World Summit for Social Development, 1995).

Social integration is the process of building the values, relations and institutions essential for the creation of such an equitable and dynamic society, where all individuals, regardless of their race, sex, language or religion, can fully exercise their rights and responsibilities on an equal basis with others and contribute to the society. The researcher aims to find answers to the following questions by interviewing three immigrant women and three social workers working with immigrants and reviewing previous literatures that are related to this topic.

1. What kind of rights and opportunities do immigrants' women have in their everyday life situations in Finland?
2. What services support immigrants most in their process of integration?
3. How do immigrant services support immigrant women in their integration process?

The finding of this research will help the social work professionals working with immigrant to amend the approach used in supporting the immigrant women in their integration process. Three years is quite a short period, this study seeks to show the importance of planning and implementing the three years integration plan for immigrant women. The results of this thesis will help social workers, policy makers to put up measures that will prevent the immigrants from being assimilated, separated, or marginalized.

The Finnish legislation prohibits discrimination based on age, gender, sexual orientation, religion or race. The non-discrimination act 21/2004 in Finland guards discrimination of all kinds including people with foreign backgrounds. Two of the women have not faced any form of racism but one of them faces it more often. Usually it is bad words used by people in the public places or neighbors.

According to the women, though they had face racism in one way or the other, but when it come to the provision of services they are equally treated, when at the shop, hospital their position on the rank is not being altered.

The women all feel like native of their country of origin, maintaining their cultural heritage in their dressing, language, food type etc and at the same sought relationship with the Finn. In this regard I can say that they are integrated.

Finnish language seem to be the most important service that aid most in the integration process according to the workers and the immigrant women. Social networks also help to practice the language skills that open doors to the labor market.

2 SOCIAL SERVICES AND THE INTEGRATION POLICIES

In this chapter we will be looking at the services offered to the immigrant and the policies regulating the functioning of the services.

2.1 Finnish Integration Plan Policy

The Finnish integration plan is a modified plan draw up for individual immigrants covering the measures and services to promote and support their opportunity to acquire a sufficient command of Finnish or services to promote and support their opportunity to acquire a sufficient command of Finnish or Swedish and other knowledge and skills required in Finnish society and working life, and to promote and support their opportunity to participate in society. The integration plan also takes into account measures and services to promote and support the integration of an immigrant's family. An integration plan may involve basic education, vocational education, upper secondary education, and studies leading to a higher education degree, continuing education or further training. (Act on the Integration of Immigrants and Reception of Asylum Seekers.)

Employment offices decide whether each individual measure to promote integration, provided by the municipality or organized by the immigrant independently, may be considered labor market training or labor marker measure. An integration plan is drawn up jointly by the immigrant, the municipality and the employment office. If the immigrant does not require municipal social services, the immigrant and the employment office may draw up the plan between themselves. If the immigrant is not require to register as an

unemployed jobseeker under section of 2a of the Act of Social Assistance, the immigrant and the municipality draw up the plan between themselves. (Act on the Integration of Immigrants and Reception of Asylum Seekers.)

An immigrant's right to an integration plan lasts for three years from his or her initial entry in the population information system in his or her first municipality of residence. This period may be extended by a maximum of two years if necessary. The prolonged period is possible, if necessary for the immigrant to learn to read and write or to complete basic education, or if necessary because of the age of the immigrant or an injury or illness or a need related to child protection measures, or for the duration of the equivalent of maternity or paternity leave, or on similar reasonable grounds. An integration plan shall be drawn up at the latest when the immigrant has been unemployed or has been receiving social assistance for an uninterrupted period of two months. In case of immigrants under 18 years of age, an integration plan shall be drawn up when two months have passed from a request. The minor immigrants themselves or their parents can request drawing up an integration plan providing the municipality considers it beneficial. The aim is to guide the immigrant into activities promoting and supporting integration within one month of drawing up the integration plan. (Act on the Integration of Immigrants and Reception of Asylum Seekers.)

The amendment, duration and suspension of an integration plan are subject to negotiation between the immigrant and the authorities involved in drawing up the plan. The decision on the amendment, duration and suspension of an immigrant's integration plan is taken by the employment office or the municipality. (Act on the Integration of Immigrants and Reception of Asylum Seekers.)

2.2 Social Services policies

The education for immigrants is aimed at equality, functional bilingualism and multiculturalism. The objective of the immigrant education is provided by different educational institutions to prepare immigrants for integration into the Finnish system and society. (Finnish National Board of Education.)

The American Association of School Social Workers (AASSW) in 1955 joined with six other social work associations to form the National Association of Social Workers (NASW). School social work has long been a very important part of the social services and the social work profession. Recognizing the rights of the people with disabilities, changes in the family unit and the effects of increasing social, economic, and academic pressures on children are some of the strengths that have significantly shaped school social work services. The value of school social work involvement has been increasingly recognized through federal and state legislative plans.

Thus the national association of social workers (NASW) has guiding principles that govern the social services and social work professionals, despite these principles; each country has its own legislation defining the qualification of the social services and the social work professionals.

The dependence of local government has always been strong in Finland, as in other Nordic countries. Finland has two levels of politically elected governments. The parliament has 200 members at the national level and local governments at the local level (municipalities). The policy of two successive governments has been to decrease the number of municipalities in order to have a larger population base and stronger economy for local governments.

The municipalities have strong plan responsibilities in providing basic services of the welfare state: health, primary and partly secondary education and social services. These three services functions take about three quarter of the municipal budgets. The European population is ageing fast in the Western Europe and consequent growth of care needs; therefore it is necessary to support the financial and caring capacity of municipalities. The purpose is to make sure that municipalities should have the funds to carry increasing service responsibilities according to legal regulations, to fulfill citizens' rights and to meet quality requirements. The goal of the municipal reform is to create municipalities with a population of a minimum of 20,000. Promotion of good living environments and preventive orientations are given emphasis strongly, which demands large collaborative networks and multi-professional orientation, legislative grounds, financing, structure, provision and coverage of social services. Legislation regulates greatly the legal responsibilities of local authorities to provide and finance social services and the citizens' rights to have services. There are two general laws regulating social services: one concerning planning of social and health services and structure of financing between the state and municipalities, and the other law covering general objectives and different forms of social services, eligibility requirements, as well as procedures and appeal structures. In addition, there are special legislation concerning children's day care, child protection, care of disabled people and care of people with learning disabilities, special law on care for drug and alcohol abusers, a law on care by relatives (or other close persons) and special law on user's rights. Care of elderly people is included in the general social welfare law. In individual cases, also other than social welfare legislation is needed, e.g. laws concerning rehabilitation activities and some areas for health legislation.

At the local level, social workers collaborate closely with employment agencies, as well as, offices of the social security institution.

Legislative basis for social services is very large, most social workers are employed by municipalities and they work in the framework of legal services. It means, that a considerable part of their knowledge base and skills are related to combination of skills in applying great area of legislation, of social work methods, including interactive skills, and skills in collaboration between actions. In the field of social services, there are also many voluntary organizations, which produce social services. They either have contracts with the

municipalities in providing social service on basis of purchaser-provider-model or they operate some voluntary projects. Many of them function also as interest groups of specific target populations. Voluntary organizations, too, employ social service professionals. Very few Finnish social workers function as private practitioners or are employed by private enterprises. The state does not produce welfare services, with some exceptions. (Aulikki Kananoja, 2009)

2.2.1 Financing

Social services are financed mainly by municipalities with their tax revenues. Municipalities have right to tax their inhabitants. From this money they finance most part of their basic services: social, health, primary education and partly secondary education, community planning, housing and technical infrastructure. The service provision is financed partly by state subsidy to municipalities. The subsidy is a bulge sum, neither earmarked for specific services nor related to costs. The level of subsidy depends on the costs. The level of subsidy depends on the population profile of the municipality (age profile, morbidity, unemployment), on factors related to economic state of the municipality and on some area-based factors (distances etc.) On an average, the state subsidy covers about 26% of the costs of service provision, but the variation is great from about 70% in the poorest communities to almost none in the wealthiest ones. (Aulikki Kananoja, 2009)

Service user's fees cover about 8-10% of the costs. Some social and health services are provided free of charge (social work and counseling, in general), some services have flat rate (most health services) and some service fees are income-related (e.g. children's daycare, home help service, long term institutional care). . (Aulikki Kananoja, 2009)

2.2.2 Immigrant Services Providers

Municipalities provide legal services in different ways, by producing services themselves, by producing them together with other municipalities (called municipal associations), by purchasing them from other service producers, non-governmental (third sector) organizations or private service enterprises. Municipalities produce about 71% of social services themselves, about 18% is bought from voluntary sector organizations and 11% from private enterprises. The proportion of private social service enterprises is growing. Many of them are small care units for elderly people, family homes for children, rehabilitation units for alcohol or drug abusers or residential units with supporting services for disabled people. In the health care, primary health care is produced most often by municipalities and specialized hospital care by municipal associations. Five special hospitals function in close collaboration with medical schools of universities, as teaching and research hospitals. They also provide the highest level of specialized treatment in rare diseases or injuries and do operations requiring the highest level of experience and expertise. Education, research and clinical practice are closely interrelated in the university hospitals, where professors also practice clinical work and do special operations themselves. . (Aulikki Kananoja, 2009, p 3-4.)

2.2.3 Existing Services for Immigrants

Legislation requires that municipalities provide social services according to the prevalence of need in municipality. The provision of some social services is obligatory for

municipalities, regardless of their financial situation. The services are subjective rights for the citizens. These rights include children's day care, supported living conditions (residential units with services), transportation services and personal assistants for severely disabled people, as well as, interpretation for people with speech or hearing disability. The coverage of these services is fairly good, even though differences may exist in the ways these services are provided. In the areas, where rights to services are not guaranteed by law, service levels may vary greatly between municipalities and areas. State provincial authorities have a responsibility to inspect the level of service, but Finland does not have as covering an inspection organization as in the UK. If the municipality is not meeting the requirements, it can be sanctioned by fines. It happens rarely, however. Currently, the inspection structure is being reorganized, so that social and health care will be inspected by the same national authority. Municipalities have a responsibility to see the quality of private and voluntary service production in their own territory. (Aulikki Kananoja, 2009.)

Monitoring and Evaluation Monitoring at the national level is done by the National Institute for Health and Welfare. In the beginning of this year, previously separate research and development institutes for health (National health Institute) and for social welfare (national research and development centre for welfare and health, Stakes) were integrated into one organization. The institute is collecting data on service users and volume of services. The same kind of information is also collected at the local level by municipalities. There is not, however any systematically collected information of the impact or effects of services. More is known about costs of services than about their effects on people's health, social functioning or on their social conditions, in general. There are, however, groups working with evaluation issues and good practices in the National Institute (one for health/medical services and another for social welfare/services). Interest towards evaluation of effects is growing both among practitioners, service providers, and inspection authorities among researchers. In this respect, we are at the beginning stages of development. No doubt, that evaluation of effects of social services will be one of the most important issues and most urgent needs in the development of services and professional practices. Previously Stakes prepared every second year a large review of the welfare of people. During the latest years, the level of welfare among population has improved in general, but at the same time the cleft between the well to do and the most deprived part of

population is growing. This observation creates a great challenge for welfare policies. The widening social and economic distance between six population groups means that equity between people is becoming more and more crucial issue in welfare policy. (Aulikki Kananoja, 2009.)

2.2.4 Cultural and Political Rights

Legislation requires that municipalities provide social services according to the prevalence of need in municipality. The provision of some social services is obligatory for municipalities, regardless of their financial situation. The services are subjective rights for the citizens. These rights include children's day care, supported living conditions (residential units with services), transportation services and personal assistants for severely disabled people, as well as, interpretation for people with speech or hearing disability. The coverage of these services is fairly good, even though differences may exist in the ways these services are provided. In the areas, where rights to services are not guaranteed by law, service levels may vary greatly between municipalities and areas. State provincial authorities have a responsibility to inspect the level of service, but Finland does not have as covering an inspection organization as in the UK. If the municipality is not meeting the requirements, it can be sanctioned by fines. It happens rarely, however. Currently, the inspection structure is being reorganized, so that social and health care will be inspected by the same national authority. Municipalities have a responsibility to see the quality of private and voluntary service production in their own territory. (Aulikki Kananoja, 2009.)

2.2.5 Monitoring and Evaluation of social services

Monitoring at the national level is done by the National Institute for Health and Welfare. In the beginning of this year, previously separate research and development institutes for health (National health Institute) and for social welfare (national research and development centre for welfare and health, stakes) were integrated into one organization. The institute is collecting data on service users and volume of services. The same kind of information is also collected at the local level by municipalities. There is not, however any systematically collected information of the impact or effects of services. More is known about costs of services than about their effects on people's health, social functioning or on their social conditions, in general. There are, however, groups working with evaluation issues and good practices in the National Institute (one for health/medical services and another for social welfare/services). Interest towards evaluation of effects is growing both among practitioners, service providers, and inspection authorities among researchers. In this respect, we are at the beginning stages of development. No doubt, that evaluation of effects of social services will be one of the most important issues and most urgent needs in the development of services and professional practices. Previously Stakes prepared every second year a large review of the welfare of people. During the latest years, the level of welfare among population has improved in general, but at the same time the cleft between the well to do and the most deprived part of population is growing. This observation creates a great challenge for welfare policies. The widening social and economic distance between six population groups means that equity between people is becoming more and more crucial issue in welfare policy. (Aulikki Kananoja, 2009)

3 LITERATURE REVIEW AND PREVIOUS RESEARCH

Most of the previous research studies related to my studies have focused on specific group of immigrant for example Inga Jasinskaja-Lahti doctoral dissertation which study the “psychological acculturation and Adaptation among Russian-Speaking Immigrant Adolescents in Finland” The study explores both state and process facets of psychological acculturation among Russian-speaking immigrant adolescents in Finland. The experience of acculturation is taken into consideration with special reference to changes over time, ethnic identity and the acculturation attitudes. The acculturation attitudes of the Russians-speaking adolescents are compared with the acculturation preferences expressed by the native Finnish peers. The results show that immigrants continually work at the meanings they give to their own ethnic belonging. The study shows that both the host national and the Russian-speaking adolescents preferred integration to other acculturation options.

Also Elli Heikkilä and Selene Peltonen study on immigrants and integration in Finland. The project was aim to get information on how the Finnish employers recognizes their multicultural labor force when recruiting immigrant population. In one hi-tech enterprise the employer has emphasized tolerance and multiculturalism. The personnel are trained to work in multicultural teams. One public employer is giving Finnish language courses for own immigrant workers, the most important working instructions have been translated in languages needed for example eating, religion and vacation habits of immigrants have been

recognized. Also equal treatment is used in salary payments and in advancing in the career for all workers (Työministeriö, 2000).

My research is related to the above mentioned studies in the sense that we all focus on integration in Finland but however differs from the studies because of the very focal point. They have more been concerned with the social changes while my thesis goes further in to the economic and social aspect.

3.1 Acculturation

“Acculturation can be defined as a process of cultural and psychological change that results from the continuing contact between people of different cultural backgrounds. Following preliminary contact, most of these contact conditions result in the development of societies that have more than one cultural, linguistic, or religious entity living in them and political constructions”. This condition usually leads to the formation of a culturally plural society. (Berry, 2006.)

A culturally plural society is one in which a number of different cultural or ethnic groups live together within a shared social and political setting (Skelton & Allen, 1999 cited in W. Berry.) In a very severe and different way, plural societies can be represented and understand in two models melting pot model and multicultural model.

In the melting pot model, it is assume that the culturally minorities groups should soak up into the mainstream culture in such a way that they really disappear. In the way, there is to be “one people, one culture, one nation” as a principal goal.

In the multicultural model, there is a variety of ethno cultural groups. Individuals and groups maintain their cultural continuity and a sense of their cultural identity, and on this basis, they participate in the social set up of the larger society. The larger society, is

characterized by shared norms about how to live together (such as legal, economic, political), but permits organizations to evolve in order to accommodate the different cultural interests of all the groups.

There are large groups and individuals differences in how to go about lives during the process of acculturation and it is refer to as the acculturation strategies. Acculturation strategies are very pertinent to all elements of the general acculturation set-up. These strategies are made of two elements, attitudes and behaviors that are expressed in everyday intercultural encounters. (W.Berry, 2006 p 27.)

There are different phrases in which individuals get acculturated in a society these phrases are integration or assimilation and separation or marginalization (Sommerla & Berry, 1970 cited W.Berry P 34).

Modify acculturation strategies adopt from (Sommerla & Berry, 1970 cited W.Berry P 34)

+ Relationship Sought Among Groups -	+ Maintenance of Heritage Culture and Identity -			
	Integration ++	Assimilation + -	Multiculturalism	Melting Pot
	Separation - +	Marginalisation - -	Segregation	Exclusion

3.1.1 Assimilation and Separation

When individuals do not desire to maintain their cultural identity and try to find daily interaction with other cultures the individuals is said to be assimilated, while individuals that place a value on holding on their original cultures, and at the same time wish to avoid interaction with others, then the individuals are said to be separated. (Berry, 1980)

3.1.2 Integration and Marginalization

Integration is often used as a term but rarely defined as a concept. Integration as a concept is used in many academic disciplines, of which sociology is most relevant for the purpose. From a macro perspective, integration refers to a characteristic of a social system, example a society. The more a society is integrated, the more closely and the more intensely its constituent parts (groups or individuals) relate to one another. The term social cohesion in recent years has become widely used as an equivalent for integration as a characteristic of society. Integration can also be perceived from the perspective of groups and individuals. All groups and individuals have the freedom to display a certain degree of acculturation within a given society. Integration can measure to what extend it is within a given society Individuals and groups having the desire in maintaining their original culture, and also having daily interaction with other groups are said to be integrated. An individual that is integrated has some degree of cultural integrity maintained and at the same time the individual hunt daily interaction with members that make up the an integral part of the larger society. When there is little possibility of, or interest in, cultural maintained usually

for reasons of exclusion or discrimination then the individual or group is seen to be marginalized. . (Berry, 1991.)

When the dominant group imposes certain kinds of relations or hinder the choices of non-dominant groups or individuals, other terms are used. In the case of integration, one can only be free to choose and successfully pursue, when the dominant group is open and have inclusionary goals in its orientation towards cultural diversity. A shared accommodation is required for integration to be achieved. This requires both the dominant and non-dominant groups to accept the right of all groups to live as culturally different people in the same society. (Berry, 1991.)

3.1.3 Multiculturalism and Melting pot

Integration needs the non-dominant groups to adopt the basic values of the larger society, and the dominant group at the same must prepared to adopt national institutions (e.g. education, health, labor) to meet better the needs of all groups living together in the plural society. In this case multiculturalism is defined. In a multicultural society others know and accept that there should not be attempts to fake a single culture, a single people out of diversity.

When a dominant group sought for assimilation, the result can be termed melting pot and when strongly enforced it becomes a pressure cooker. A society that has reached the point of a melted pot, the notion is that such groups have been absorbed in to the mainstream in such a way that they essentially disappear. With respect to the above two aspect, their cultural continuity is denied and absorption is the only acceptable basis for their participation in the society. (Skelton & Allen, 1999 cited in W.Berry, 2006.)

3.1.4 Segregation and Exclusion

When separation is demanded and enforced by a dominant group, segregation is the result. That is when the host society expects the n groups or individuals to place value on their original cultures, and at the same time wish to avoid interaction with others, and then the individuals or groups would be segregated. When marginalization is being enforced by dominant group the non dominant group or individual is excluded as a result. (Berry, 1980)

3.1.5 Acculturation and Cultural Rights

Dr M. J. Herskovits has outlined the use of acculturation to as far back as 1880 and has shown the broad range of the meanings attached to it by various authors. It is but obvious that the students of culture change have rarely sought after to define it. For some the word acculturation appear to imply the meaning inbuilt in the earlier uses, the results if close contact between people resulting in a give and take of their cultures. According to Powell's usage (1900), acculturation is the process whereby a specific attribute is consumed by a recipient culture; while others accept it as the means by which an individual becomes acculturated to the patterns of his own society, a procedure which makes the term acculturation a synonym for "education". All these are but phrases of culture change, and

in psychological aspects equally involve a learning process. The subcommittee on acculturation (1935), appointed by the Social Science Research Council define the term acculturation as those phenomena that result when groups of individuals having different cultures comes into continuous first hand contact, with subsequent changes in the original culture patterns of either or both groups, is unnecessary for it would not be possible to find any case of such contact which has not resulted in changes in the culture involved. . (Ralph Linton, 1940 P 463.)

However, a suitable starting point for any dynamic study of acculturation is to analyze the processes of culture change in general. Culture may be defined as the sum total of the knowledge, attitudes and behavior patterns shared and transmitted by the members of a particular society. Cultures are adaptive mechanisms and as such it represents a reaction to the needs of group. These needs are psychological and physical as well. For satisfactory existence all normal persons require not only food and shelter but also a sense of security, escape from world weariness and favorable responses from their fellows. The role of culture is to offer a system for the satisfaction of these needs and the effectiveness with which it carries this is determined partly by the environment, and partly by the personalities of the individual involved. (Ralph Linton, 1940.)

The women all have a security number which means that they are secure by the system. They all were experiencing different kind of weariness and unfavorable conditions where they were coming but at the moment have got some sort of satisfaction though it might still be limited to some point.

Under regular conditions every culture insures the survival of the society which bears it and also the happiness of most of the society's members. Nevertheless, the adaptation which it offers is never so wonderful that they cannot improve upon nor are they always satisfactory to all the society members. Limitations of cultural adaptations enable the individual to be distressed and dissatisfied and these, in turn, provide the reasons for culture change. Cultures are in a constant state of change. The rate of the change however varies from one culture to another and even at different speed in the same culture range. Culture change of course is a matter of change in the knowledge, attitudes and habits of the individuals who make up the society. (Ralph Linton, 1940.)

Culture change usually involves not only the addition of a new element or elements to the culture but also the eradication of certain previously existing elements and the modification and reorganization of others. For example an individual coming from a culture where going late to work does not matter need to change, or reorganized himself or totally eradicate that attitude of going late. A person coming from equatorial region for example central African region where the temperature are relatively high to Finland that is located at the Antarctic circle with relatively very low temperature have to change, reorganized or totally change the matter of dressing. (Ralph Linton, 1940.)

3.1.6 Acculturation, Economic and Social Change

Studies of acculturation have usually been concerned with manners of change. Previous studies have also tried to make some universal predictions concerning the results of acculturation processes, particularly in the fields of economics and social structure. But very little has been done on the effectiveness of the acculturation process and how the services aid in the acculturation process. But the acculturation situation is the most complex of all contact situations and the key to an understanding of what may happen in it lies in the study of what happens in simpler situations where the relations of cause and effect are more obvious.

Among the immigrants, the cultural changes which may be noted briefly are: Finnish as the principal language in most of the public areas like shops change of clothing, higher literacy rate which is facilitated through the Finnish language training course that run through the three years integration plan. It should also be noted that immigrants today enjoys telephone services, a regular transportation services and medical services just to name a few changes. Though these are perhaps very superficial observations, but they

somehow suggest the course of acculturation. In general, the major social changes obviously among immigrants are as follows. (Ralph Linton, 1940.)

I. Weak families tie relationship

Weakening of family ties relationships and increasing individualization of interactions. Most of the immigrants travel to their home countries once in two or three years. It is hard to retain warm personal relationships with a family you see once in two or three years.

II. Reorganization of the political functions.

Most countries spent a reasonable amount of taxes revenues to improve the local areas. Most of the immigrant's country of relocation government policy allocates a considerable portion of the taxes for use in the improvement of local areas. The immigrants have to reorganization to the political functions, because the present government policy is allocating a considerable portion of the taxes from residents for use in municipal improvement.

III- Increasing emphasis on formal education and the use of social and other services such as internet services, medical services, public offices etc. (Ralph 1952, 67-73.)

4 RESEARCH METHODOLOGIES

In this chapter the researcher will be describing the methods use in the research and point out details of the research process. The researcher is mainly focusing on analyzing how the immigrant services support the immigrant women in their process of integration, because according to Finnish legislation immigrants are expected to be integrated in their acculturation process, though some of them might follow other phrases of acculturation which is separation, marginalization and separation. However, the researcher aim not at looking at how all the immigrants women have been acculturated, but aim at interviewing only a few of them and concentrating on their opinions and not to generalize how well the immigrant services support all the immigrant women's in Eastern Vantaa. In this regard the researcher is further trying to find the most important services and how they can help the immigrants to easily integrate into the Finnish society.

4.1 Research Method

Qualitative method of research is the main method of research used in the study.

Qualitative research uses techniques of data production and analysis that relates to textual or non-numerical data (Holloway 2005, 3.)

According to Silvermann (2005) qualitative research is a field of inquiry that crosscuts disciplines and subjects matters. It involves an in-depth understanding of human behaviors and reasons that govern human behavior. Qualitative research certainly excels at generating information that is very detailed and telling the story from the participant's viewpoint, providing rich descriptive detail. Qualitative research methods typically are

participation in setting, direct observation, in depth interviews and analysis of documents and materials.

This research will focus on what was observed during the period of the practice with the immigrants' women and also the results of the interviews with the immigrants' women and the social workers working with the immigrant women.

In this research, I chose to use open-ended interview where the interviewers adhere to a strict script, and there is no flexibility in the wording or order of questions. It is a qualitative interview because the questions are open-ended. It is the most efficient of the qualitative interviewing techniques and is useful for reducing bias when several interviewers are involved, when interviewers are less experienced or knowledgeable, or when it is important to be able to compare the responses of different respondents. It may be the best choice for an evaluation if one must rely on volunteer or inexperienced interviewers or if one has limited time.

4.2 Area of Study

In the process of collecting data, I focused on Eastern Vantaa that is to say Tikkurila, Koivukylä, Korso and Hakunila. Information from the Vantaa WebPages reveals that more than half of the people with foreign background in Vantaa are from Europe, then from Asia and Africa. In the period of time collecting the data, I visited three different places to interview workers working with immigrants' woman and immigrant women as well. These places include multi-service office for immigrants, Youth House Lentävä Lautanen and Tikkurila parish. Multi-service office for immigrants is located in Tikkurila and it is owned by the city of Vantaa. It is responsible for helping refugees and expatriates from the Former Soviet Union to adapt to their new environment for the first one to two years after registration as residents of Vantaa. Other immigrants can also use the office's services if

necessary. The office is also in charge of planning and developing the city's procedures for immigrant's reception. The Youth House Lentävä Lautanen in Mikkola, offers much kind of activities for children, youths and immigrants. There are for example language courses, sport clubs, dancing courses, cooking courses, information sessions and cafeteria offered.

Tikkurila parish is also an essential actor with the integration of immigrants. Besides the Sunday services, it offers camps, courses and other activities for people with different ages, including immigrants. The church has deacon services and peer groups for economic and psychological needs.

4.3 Data Collection Procedure

The background data for the research was collected from both primary and secondary sources. The primary data was collected through interviews. The secondary sources include media, different internet, literature background information theory i.e. articles and materials researched from different books related to the topic such as social inclusion, acculturation, to name a few. The interviews were divided into two groups.

- a) Three immigrants' women
- b) Three social workers working with immigrants.

The language used in conducting and analyzing the interviews was English. I conducted the interviews through the aid of opened ended questions (see appendix 1 and 2). Open-ended questions are unstructured questions in which one can answer by using his or her owned words (Holloway 2005). According to many studies ninety minutes are the maximum length for a qualitative research interview (Hermanowicz & Seidman 1998). Therefore, when negotiating for the time of the interviews, I suggested to the interviewees that the interviews may take approximately one hour but may go longer so as not to limit the interviewees with what they want to share. Most of the interviews lasted approximately

one and half hours. The interviews took place at a common agreed place, date and time chosen by the participants. All interviews were tape recorded with permission granted from the interviewees. The tape recording was done in a close and quite room and the taping was as successful as expected. The tape recorded was loud and clear to understand what the interviewees was saying afterward when I was listening and transcribing the information from the tape recorder. The interviews with the social workers took place without any need of interpretation, but with the immigrant women due to language barrier two of the interviews took place with the assistant of my supervisors as the interpreters. The interviews were done at practical placement in one of the rooms as plan by my supervisor. Four of the interviews, two social worker and two immigrants' women took place at the practical placements. While one of the immigrant women and one social worker chose to have the interview at their homes so that we could share some coffee, would not have to rush over the interview to meet the demand of the clients and also because it convenient, save and free for them to express themselves.

4.4 Selection Criteria of Interviewees

The criterion of selecting the participants was based on the fact that a person is a woman and resident in the Vantaa area or a user of the immigrant services in Vantaa for the immigrant women. The social worker was base on the fact that he or she works with immigrants. Some of the participants used in this research were chosen from the social network of friends with cordial relationships created at different places during my study, while others were chosen by the social worker from the places where we went visiting during the mini project that gave us an experience of a research. A total of six participants were chosen to participate in the research process three immigrant social workers and three immigrant women. The reason for six participants for the research was due to the fact that the research is a qualitative research and six would ensure the researcher to be able to

analysis the data properly (Morse .J, 1994, p 225). The fact the Finnish language was the only common language with which to relate with some of the participant, the timetable for the interview was made flexible to meet up with the social worker schedule to help with the translation.

A total of six participants took part in the interviews three immigrant women and three social workers working with immigrants. The three social workers interviewed working with immigrants includes two holders of a bachelor of social services working with the multicultural service office in Tikkurila, immigrant's coordinator in charge of immigrant work in the youth house "Lentävä Lautanen" working with the Korso social office and the immigrant social worker a socionom-diacon working with the Tikkurila parish.

The three immigrant women are living in Eastern Vantaa. Their ages ranges from thirty to sixty five years of age. Two of the immigrant women are university graduate; one is holder of a bachelor degree in business management while one is a teacher from her own country and now is a Finnish language teacher to immigrant women in Vantaa. One had no educational background for she had not attended school before living her country. Among the three immigrant women interviewed, two women came to Finland five years ago with their children because of the war in their country, and one woman who has been living in Finland for thirteen years and had escaped to Finland because of problems with her husband.

4.5 Ethics of the Research

With this study ethical issues were taken in to considerations. Ethical deliberation comprises protecting confidentiality and secrecy of the people information on publication and in the use of the finding. Ethical considerations ensure that the laws require is practice. The data protection act requires that the right of individual to privacy with respect to the

processing of personal data be protected (Data Protection Act, 1998). It also includes the responsibility of offering informants a chance to hear about the findings of the study (De Raeve 1996, 53).

For face-to-face interview, it may sometimes be suitable to obtain a written approval of participants. The benefit is to enable the investigator to have a signed record of agreement in case of any queries or concerns about the manner of the research in the future. On the other hand asking some participant to sign an agreement form might discourage some potential participants from participating.

Letters of authorization for instance were not presented to participants in the interviews, due to the fact that most of the interviews were initiated by the teachers responsible for practice placement. During the practice placement period I created the cordial relationship with both the social workers and the immigrant women. Familiarizing with them gave me a chance to talk to them about my study plan, need for interviews and negotiated for the interviews with them without a need of an authorization letter from the authorities. The fact the social worker was my supervisor at the practice placement gave the social worker the confidence of my professional knowledge of the protection of clients' identities. The immigrant women in return also trusted in the social worker.

The individuals that participated in the interviews were informed at the beginning of the interview that their identities were protected. The interviewees were also made to understand at the beginning of the interview that the information they provide would be anonymous and kept strictly confidential. They were also informed before interview that they would not be involved in any risk for participating in the study. The interviewees at the interviews were informed of their rights not to answer any uncomfortable question(s) and also free to terminate the interview at any stage that they think is necessary to avoid any sensitive issues that could be annoying to them.

To ensure the confidentiality and safety of the participants, their identities were protected and their names were not used so that the participants cannot be identified from the study.

Tape recorder was used with permission from the participants during the interview process. The recorder was later destroyed after several times of listening very attentively to the responses and transcribing the information and the data analyzed.

In addition, the author informed that full copy of the study would be submitted to the University of social services and each organization that participated in the study if needed. The data was coded according to the questions and themes were developed that will be used to analyses the interviews.

4.6 Reliability and Validity

Reliability refers to the extent to which methods and measures used in the research convey reliable and useful data (Mateo, Karin & Kirchholff 2009, 214). Validity and reliability are factors which any qualitative researcher should be anxious about while planning a study, analyzing results and judging the quality of the study (Patton 2001 cited in Golafshani 2003.) while validity questions if we are really measuring what we want to measure (Muijs 2000, 65).

Reliability and validity were required for this research in order to come out with correct results. Therefore the researcher ensures that the interview questions are too short, too long and not vague to ensure that the questions are clear enough to be understood for adequate responses. The interview questions address the research problem and provide adequate answers to the research questions. For better understanding of the study, the results were grouped into categories where themes were later created to organize relevant information.

4.7 Content Analysis

Qualitative method was the method used to collect data. The analysis was based on data provided through interview of six interviewees with open-ended questions. The data was analyzed by using content analyses. Content analysis entails searching through one or more communications to answer questions that the research brings to the search. This is conducted by set of questions that the researcher hopes to answer (Murray, R.T, 2003, 57.) The interviewees were three immigrant women and three social workers working with immigrants. The transcripts of the interviews were listened and reading several times. Important points that answer the research questions of integration that is maintaining one culture of origin and the extent immigrant want to have contacts with and participate in the mainstream. Other points that give similar information were grouped differently as well. The information obtained from the interviews were later used to categories themes that was used in the data analysis.

5 RESULTS

5.1 Immigrants Women Interview Results

Three immigrant women were interviewed that live in eastern Vantaa, an African woman who came to Finland six years ago with her children because of the war in her, an Asian woman who has been in Finland thirteen years ago and had escaped to Finland from Germany because of her husband and a woman who came to Finland six years ago with her children because to seek better opportunities for them.

5.1.1 Education, Economic and Employment

According to the social workers and immigrant women, gaining access into the Finnish labor market is quite challenging though they are some institutional support to facilitate access into the job market. Institutional support is being offered in form of labor market courses, apprenticeships, and the job practice offered by the employment offices. Institutional support is a form of participating in language course, orientation courses and occasionally going for short training in the labor market.

My finding is quite similar to Valtonen's finding of refugees accessed into the labor market. Valtonen's finding reveals that refugees accessed into the labor market requires strategies that primary revolved around initiatives organized by the officials of the employment services, which indicates strong reliance on the formal mechanism for labor market insertion (Valtonen 1997, 65)

The level of education is continually rising in Finland and, the number of people willing to do intensive labor is expected to decrease. This obstructs the suitable employment of immigrants, who have lower demands than Finns and are thus distinguished by the employers as more qualified for intensive labor (Paananen, 1999). This tells that immigrants are most successfully recruited for jobs that require little or no training. The employment of immigrant graduates is very problematic, immigrant experts are discouraged by the fact that the jobs offered to them are often not up to their educational standard (Heikkilä & Jaakkola 2000; Peltonen 2002).

According to section one of the act on the integration of immigrants and reception of asylum seekers 493/1999 in accordance with the decision of the parliament endorsed municipalities have to promote integration, equality and freedom of choice of immigrants through measures which help them to acquire the essential knowledge and skills they need to function in the society, and to ensure the essential livelihood and welfare of asylum seekers by arranging for their reception. (Act on integration of immigrants 493/1999.)

Section two of the act on the integration of immigrants and asylum seekers requires a personal development of the immigrants, aimed at participation in work life and the functioning of the society while preserving their language and culture. The authorities are to take measures and resources to promote the integration. (Act on integration of immigrants 493/1999.)

Social support is an allowance that is given to residence in Finland. Individual qualify to have the social support must have live in Finland for a certain period of time. The amount of social benefit by individual is also affected by the length of time lived in Finland. The residences in Finland that are qualified for the social support are determined by the Act respecting residence-based social security support (Kela, 2011).

One of the women interviewed is a holder of a bachelor degree in business management from the Finnish University of Applied sciences; one has a teacher's qualification from her home country and is presently teaching Finnish language to the other immigrant women and one has a primary school qualification. Concerning their employment situation two are employed and one is unemployed but has gone to different work practices. Some of the

women live with the society's benefits and they are all satisfied with the money that they receive, but for one of them the money is sometimes hardly enough for food and clothes as she is a single mother of several children.

5.1.2 The level of Finnish, Use of Finnish language and Attitude with Finns

According to Berry's model on acculturation strategy, an understanding of cultural adaptation requires a consideration of two independent aspects, the extent of affiliation with the larger society and the degree of involvement with the ethnic group of origin (Berry, 2001 p 278).

Using the Berry's model, I analysed the acculturation attitudes of the women interviewed. The model requires an assessment of the members of the minority group attitudes towards two factors. How much they value and maintain relationships with members of other groups and how much they value and maintain their own cultural identity and characteristics.

In this regard looking deeper into their attitudes via their public relations and most especially their relationships at work and colleagues, relationships with Finns, Finnish society, how much they deal with their social contact and the relationships at home.

The women had contacts with colleagues; those contacts extend outside their work places. The women all have great values to their languages, their cultural dressing, food etc. With the modern technology of internet, they can follow-up their home country news, watched the home TV channels. They speak their local dialects with their family members and follow countrymen. They also do speak Finnish language in the public places like the shops, Finns friends and the colleagues and sometimes they also speak Finnish with the children home. Two of the women do not know what Finns think about them but one of the women thinks that Finns might have different opinion about her. Reasons being that is had to

communicate with Finn because of the language barrier and also for the fact that Finns are very quiet and individualistic that is they keep to themselves maybe due to the very long winter climate quoted one of the women. “It is quite difficult to know what Finns think of them” One of the women does not know if Finns appreciate her ethnicity. Another one thinks that Finns do appreciate it and want foreigners here, and the third one says that some Finns respect her ethnicity and some do not understand foreigners are in Finland. In her dialogue she stated

“I think not all the Finns value me. But I cannot say all Finns, because I work in the Finnish society and being employed by a Finn. My employer is a Finn and I think she value me and my culture. But one time my colleague called to the boss and liar that I came to work late, whereas she meets me at work. She went behind me to liar the boss that I came for reason I do not know except her. I do not think she value me or my culture”

Two of the women speak Finnish quite well and they can understand everyday things, but one of them thinks that she doesn't speak Finnish at all. She doesn't have a possibility to go to a course because she is taking care of children at home. Two of the women speak Finnish almost everywhere when interacting with Finns but one of them faces a lot of problems, especially when going doctor. For all of them it is important to know Finnish.

5.1.3 The Ethnic Identity, Discrimination and Finnish Legislation

Ethnic relates to the following basic factors race, culture, or language, that a group of people have in common or to belong to a particular group by birth or descent. All the immigrant women interview feel like being a part of the Finnish society but they also feel that they are more of their ethnic nationality than Finnish.

They are different type of discrimination for example racial discrimination. Racial discrimination affects people of all worth of life but mostly at an individual level. Racial

discrimination involves treating someone unfavorably because he or she is different race or because of some particular features associated with the race such as hair texture, skin color or certain facial features (Taket 2009, 28). All members of the society has the right to social justice that is the basic equal rights to opportunities, social benefits and privileges (Zastrow 2009,52). The Finnish legislation prohibits discrimination based on age, gender, sexual orientation, religion or race. The non-discrimination act 21/2004 in Finland guards discrimination of all kinds including people with foreign backgrounds. Two of the women have not faced any form of racism but one of them faces it more often. Usually it is bad words used by people in the public places or neighbors.

5.1.5 Satisfaction with the Social Services Supports

It is the responsibility of the public sector to take care of the wellbeing of the population. The care and wellbeing of the public is carried out partially by arranging social and health services. The local government and the municipalities are in charge of organizing these services. The Ministry of Social Affairs and Health is in responsible of the overall operation of these social and health services. These social services included social assistance, social allowance, social loans and share measures that are aimed to promote and maintain the social security and efficient abilities of the people, the family and the community (The Social Welfare Act 710/1982).

In general all the women are satisfied with the type of services. They think that they various type of activities and services that are well organized. One of the women had language problems when dealing with the authorities.

5.1.6 Social Networks and Mental Problems

Association between social support, coping and adjustment might vary among gender. Slavin and Rainer (1990) found a negative association between social support and subsequent depressive symptoms that was significantly stronger for women than men.

Gonzales, Tein, Sandler, & Friedman (2001) in an inner-city minority study found that active coping weakened the relation between family stress and conduct problems among women, consistent with the stress-buffering hypothesis; however the effect was not significant among men.

Social network is a kind of social structure that is made up of individuals or organization “nodes” which are connected by one or more particular types mutual supports, such as friendship, association, common interest, financial exchange, relationships of beliefs and knowledge. (Encyclopedia.)

All the women have only couple of Finnish friends. They also include the workers with immigrant among the list of their friends. One of the women thinks that Finns do not want to be her friends due to the difficulties in communication. Finns are also not very familiar with foreigners because Finland started receiving immigrant and therefore need time to the Finns to get to know them to interact with them.

One of the women has not felt any depression or mental health problems. One feels depressed and frustrated when she is not able to communicate in Finish. The third woman has been depressed because of her older son. The worries over son cause her to get into a crisis. She was taken to a crisis center where she was given help

5.2 Perspectives from the Social Workers Working with Immigrants Women

Three social workers working with immigrants were interviewed. Two of them were holder's bachelors of social services degree, one working with the Multi-service Office for Immigrants in Tikkurila and one immigrant coordinator in charge of the immigrant works in the youth house "Lentävä", who also work with the Korso social office. Finally a socionom-diacon, and social worker working with immigrants at the Tikkurila parish

5.2.1 Services for Immigrants in Vantaa

There are Finnish courses, different type of activities, discussion groups, courses, different types of clubs, immigrants own organizations, sport activities (most especially organized by the Vantaa city) camps organized by the church, services from NGO for immigrants women that suffer violence at home E.G "MONIKA-naiset.ry" information services, guidance and support for individual on everyday life situations and financial issues in Finland.

5.2.2 Discrimination and Mental Health Problems

“Though it is forbidden by the Finnish legislation to discriminate, yet there is a lot of discrimination faced by immigrant and most especially immigrant from Africa, because they are easily identified by their colored. The men are the most discriminated. The women are often very much discriminated by their neighbors usually through verbal (mean words of shouting) discrimination. Generally immigrants are face with discrimination when looking for jobs and in public places.

Often immigrants face cultural shock. After the “honeymoon period” they face the reality and become depressed and lonely. Some women have a huge amount of domestic work which may depress them. It is a challenge for immigrants and social workers to realize mental health problems. Often immigrant women do not know how to get help.

5.2.3 Economic Situation and Employment

Most immigrant women live by the society’s benefits so their economic situation is low. Some are happy with their income because it might be first time for them to receive own money, but especially mothers of several children are not satisfied.

Employment situation is quite difficult for immigrant women. For Africans and refugees it is even more difficult to get a job whereas for Estonians and Russians it is much easiest.

There are quite good opportunities in cleaning and nursing for immigrant women. The reasons for unemployment are the lack of Finnish language skills, some disability (sickness), small children at home or husbands who prevent women from going to work.

5.2.4 The Level of Finnish and Integration Hindrances

According to the immigrant social workers, some immigrant women learned Finnish quite fast and some have a lot of problems. Some of the women have a lot of problems even to read and write in any language because they have never been to school. Some immigrant women are not interested in learning Finnish; they do not see the need of Finnish language because Finns do not talk to them. Illiteracy is a problem among immigrant women the level is quite high among immigrants.

5.2.5 Problems and Challenges working with Immigrants

There are many diverse services for immigrant women in Vantaa but there could be more services. It is a challenge how to get all immigrant women to participate in the services (also old women and women with small children). Problems are for example the lack of Finnish language courses, how to motivate all the immigrant women in learning the Finnish language course, lack of money, unemployment, immigrant women who are ruled by their husbands, immigrant women who misuse their right and freedom, and lack of immigrant workers

5.2.6 Recommendations of Social Workers

There might be some challenge in the future due to the present economic recession. At present, the economic recession is an acute problem. At the local level, municipal resources decrease because tax revenues from enterprises and individual citizens are lowering their taxes. At the same time, because of growing unemployment, needs for supplementary benefits (which in Finland are financed by municipalities) and services for families are growing. The state has promised to raise financial support to municipalities in order to prevent them to cut services and benefits. How this will become realized, is to be seen. The effects of recession are already seen in local social offices. Some municipalities have considered even non-paid leaves of absence of their staff. Some municipalities have decided that possible leaves do not concern personnel in social services. At present there is a great uncertainty in the air about the future resources and development of social services. (Aulikki Kananoja, 2009.)

However all the three immigrant workers agreed that there should be more Finnish language courses for immigrant women (also for the women who have small children), there is also a need for more people working with immigrants to improve the situation and more therapy services for just arrived refugees. Sensitizing employers on the importance to hire immigrant workers can also improve the situation. The government reinforcing the three years integration plan could improve the situation.

6 ANALYSING THE RESULTS

When analyzing the acculturation of the three women who were interviewed according to their attitude towards Finns and Finnish society, social networks, employment, the use of Finnish language and their basic health, it is most probably that their integration is good in general, even though there are certain things which weaken the integration process. First of all, all the three women are not employed so that means that their economic situation is also quite low and they belong to the poorest part of the society. Two of the women, though have been doing work practices and in this way they have been taking part into the Finnish work life and in the future it should be easier for them to get employed. Those women are also the least in danger to marginalize from the society comparing to the one who has not had any work experience in Finland. The same two women speak Finnish relatively well and they can handle everyday situation in Finnish which is very good sign for integration, whereas the third woman does not speak Finnish much and is having problems when dealing with authorities. The women have only couple of Finnish friends and are all dissatisfied. Social contacts with the mainstream society are very important for integration and these women were lacking those contacts relatively much. All the three women have good attitude towards Finns and it seems like they have nothing against Finns and they also handle the differences of culture and customs even they cause problems sometimes. The women are satisfied with the social support they receive and they know where and how to get help. According to these results it seems that the integration of these women is quite good. They are part of the social services and using those services, their basic health is good and they have received therapeutic help when needed, they have had a possibility to Finnish language course and two of the women have learned Finnish well, they seem to realize the difference between their ethnic culture and Finnish culture and balancing their life between them. The women are seen to be aware of their rights and not misusing them. Nevertheless, we can see some issues which prevent those three women

from integrating more efficiently. These issues are the lack of Finnish language skills, unemployment and the lack of social connections.

7 CONCLUSIONS

According to the women interviewed their integration has succeeded quite well and they feel like being part of the society. The most problem seemed to be the lack of Finnish language skills which opens doors for working life, social contacts and to better understanding of the local culture. All the immigrant workers emphasizes on the importance of knowing Finnish language. Based on the interviews, it seems that there is a need for more Finnish language courses for immigrants who need special kind of course, for example mothers of small children or illiterate immigrant women. The more immigrants improved on their Finnish language skills, the more probably they would also get employed and that would on the other hand, decrease poverty and social exclusion in the society. Immigrants would also find it easier to be in contact with Finns and to build up social networks, which would prevent loneliness, depression and further more mental health problems. When the immigrants would know more Finnish language, they would become more independent and would know more of their rights in the country. However the support of the services at the moment seems good and all the workers are there to promote the integration process of the immigrant women but the answers of immigrant workers and immigrant women reveal that the services could still be improved. There is a need for more services for immigrant women with children and most especially single mothers and services for illiterate immigrant women.

7.1 Professional Development

The experience gained from the research is quite enormous. First and famous I am an immigrant and need to know how I could be integrated into the Finnish society, through this study I have come to a greater understanding of how to be integrated. I have come to know that attitude and behavior has a role to play in the process of integration.

Secondly I have come to a greater understanding of the present economic recession which is a very sensitive issue that might be challenging in the future of social services with withstanding work with immigrants. Presently at the local level, some municipalities' resources are reducing because the tax incomes from enterprises and individual citizens are lowering their taxes. The rate of unemployment is going, needs for extra benefits which are financed by municipalities and services for families are growing

7.2 Weakness of the Research

First of all, the research aim was to find out how the services support all the immigrant women in Eastern Vantaa in their integration process. The research aims to find out how the services support the immigrant women in Eastern Vantaa from the point of view of three immigrant women and three social workers working with immigrants' women. Even

though the aim is not to generalize their answers but to get their opinions and how the services support them in the integration process. One weakness of the research is that of interviewing only few people and that makes the research results not very reliable as it could have been if interviewing several people.

The fact that most of the interviews were arranged and interpreted by the social workers working with the immigrants, the immigrant women who were interviewed may not want to give negative impression about the services in Finland due to fear of the after effect with the social workers, their answers may not be totally very reliable.

The fact that the researcher is an immigrant as well and is not very conversant with places in Finland limited her only to the Vantaa area. The language was also a problem when conducting the interviews, because they have not a common fluent language. Finnish was the language used in two of the interview and the fact that the women are not so conversant with Finnish language could also have restricted providing adequate responses to the questions. They may not have been able to say everything that they wanted to say because of the language problem and also because of the presence of the social workers at the interviews.

REFERENCES

Amnesty International 2011. Report on Refugees and Migrants. Accessed on 15/09/2011.
<http://www.amnesty.org/en/refugees-and-migrants>

David L. Sam. 2006 Acculturation: Conceptual Background and Core Components. In Sam David L. & Berry John W: The Cambridge Handbook of Acculturation Psychology. Cambridge University Press, 11

David L. & Berry John W: The Cambridge Handbook of Acculturation Psychology. Cambridge University Press, 11

De Raeve, L. 1996. Nursing Research: An Ethical and Legal Appraisal. Bailliere Tindall, London

International Migration Organization 2003. Migration. Accessed 26.3.2012
<http://www.iom.int/jahia/Jahia/international-migration-law/lang/en>

Finnish National Board of Education. Education for Immigrants. Accessed 31.3.2012
http://www.oph.fi/english/education/language_and_cultural_minorities/education_for_immigrants

Finlex. Legislations: Municipal Residence Act. Accessed 10.12.2011
<http://www.finlex.fi/en/laki/kaannokset/1999/en19990493.pdf>

Finlex. Legislations: Act of integration of immigrants and reception of asylum seekers. Accessed 10.12.2011 <http://www.finlex.fi/en/laki/kaannokset/1999/en19990493.pdf>

Granato, S. 2007. Metabolome Analysis: An Introduction. A John Wiley & Sons. Inc, Publication

Gonzales. N. A., Tein, J., Sandler, I. N., & Friedman, R. J. (2001). On the limits of coping: Interactions between stress and coping for inner-city adolescents. *Journal of Adolescent Research*, 16, 372-395

Holloway, I. 2005. *Qualitative Research in Health Care*. Open University press. McGraw-Hill International

Herskovits, Melville J. *The significance of the Acculturation For Anthropology*

Heikkilä, Elli & Timo Jaakkola 2000. The Economic Status of Immigrants in the Finnish Labor Market. In Vuolteenaho, Jani & Topi Antti Äikäs (eds): *NGP Yearbook 2000*, 59-75. Nordia Geographical Publication 29:2

Harmanowicz & Seideman 1998. *Qualitative and Quantitative Approaches in Social Research*

IOM 2003. *Migration*. Accessed 26.3.2012

<http://www.iom.int/jahia/Jahia/international-migration-law/lang/en>

Infopankki 2005, Vantaa. Accessed on 12/09/2011.

http://www.infopankki.fi/en-GB/tervetuloa_suomeen_Vantaa/

Muijs, D. 2011. *Doing Quantitative Research in Education with SPSS*. 2nd Edition. Sage Publication Ltd

Morse, J. 1994. Designing funded qualitative research. In *Handbook for qualitative research*, ed. N. Denszin and Y. Lincoln, 225. Thousand Oaks, CA: Sage.

Non-discrimination act 21/2004. Access 25.03.2012

<http://finlex.fi/en/laki/kaannokset/2004/en20040021.pdf>

Nahid Golafshani 2003. *Understanding Reliability Validity in Qualitative Research*. University of Toronto, Ontario, Volume 8

NHS 2003. NHS Code of Practice on protecting Patient Confidentiality. Accessed 26.3.2012

<http://www.ehealth.scot.nhs.uk/wp-content/documents/nhs-code-of-practice-on-protecting-patient-confidentiality.pdf>

Perhoniemi Riki, Jasinskaja-Lahti Inga 2006, Maahanmuuttajien Kotoutuminen Pääkaupunkiseudulla (Integration of immigrants in the metropolitan area.) A follow-up for the years 1997-2004. Studies 2006 Helsinki Information Centre.

Silvermann, David 2005, Doing qualitative research. A practical handbook. Second edition. New York: Sage publications.

Slavin, L., A & Rainer, K.L. (1990). Gender differences in emotional support and depressive symptoms among adolescents: A prospective analysis. *American Journal of community Psychology*, 18, 407-421

Taket, R., Ann, Beth, R., Annmarie, Nevill, Greer, .Lamaro, Mellisa, Graham, and Sarah, Barter-Godfreg 2009. Theorising social exclusion

Unrisd, 1994 Social Integration: Approaches and Issues. World Summit of Social development, paper No 1

Valtonen Kathleen. The Societal Participation of Refugees and Immigrants, Migration Studies C12, Institute of Migration, Turku 1997.

Womankind Worldwide Equal Respected Proud. 2011 Statistics. Accessed 3.31.2012
<http://www.womankind.org.uk/about/why-women/statistics/>

Xpeditions 2005, Human migration guide. Accessed 10/08/2011
<http://www.nationalgeographic.com/xpeditions/lessons/09/g68/migrationguidestudent.pdf>

Zastrow, Charles 2009. Introduction to social work and social welfare: Empowering people

APPENDIX 1

The interview questions to the immigrant women included the following

- 1 What services are there for the immigrant women in this place and in Vantaa?
- 2 How many of these services actually support in the integration of immigrant?
- 3 What are the most difficult problems faced by the immigrant women to adapt here in Finland?
- 4 What kind of mental health problems and cultural shock immigrant women face in everyday life in Finland in your dealing with them?
- 5 How much and in which way racism affects the life of immigrant women?
- 6 How is the development and level of Finnish language skills among immigrant women?
- 7-What is the economic situation among immigrant women?
- 8-What is the employment situation among immigrant women?
- 9-What can be the causes of unemployment?
- 10-What are the problems and the challenges in the current work with the integration of immigrants?
- 11-In your opinion, what can be done to improve the integration process of the immigrant women?

APPENDIX II

The following questions were asked from the immigrant women:

- 1-What is your educational background?
- 2-How often do you speak Finnish and where?
- 3-How much do you think it is important to you to know Finnish language?
- 4- What is your level of Finnish language?
- 5-How many close friends do you have in Finland and how many of them are Finnish?
- 6-Do you feel like being part of the Finnish society? If yes, in what way? If no, why not?
- 7-Do you feel more Finnish or more of your ethnic nationality?
- 8-How much do you feel Finns consider you?
- 9-What do you think about Finns?
- 10- Do you feel that the Finns appreciate your ethnicity?
- 11Have you faced racism when interacting with Finns?
- 12- Are you satisfied with the social services? 13-Are you satisfied with the economic support?
- 14-Are you satisfied with the support from your family and friends? 15- Have you felt some sort of stress, depression or frustration in Finland?
- 15- What kind of services are offer to you in this place?
- 16- Which of those services support you most in your integration process?

Table 1

Foreigners in Finland

Country of Citizenships	2010	Percentage %	Annual change %	2011	Percentage %	Annual Change %
Estonia	29080	17, 3	14, 0	34006	18, 6	16, 9
Russia	28426	16, 9	0, 8	29585	16, 2	4, 1
Sweden	8510	5, 1	0, 0	8481	4, 6	-0, 3
Somalia	6593	3, 9	18, 4	7421	4, 1	12, 6
China	5559	3, 3	7, 3	6159	3, 4	10, 8
Iraq	5024	3, 0	26, 3	5742	3, 1	14, 3
Thailand	5021	3, 0	11, 7	5545	3, 0	10, 4
Turkey	3973	2, 4	4, 3	4159	2, 3	4, 7
Germany	3715	2, 2	2, 4	3806	2, 1	2, 4

India	3468	2, 1	9, 5	3793	2, 1	9, 4
Others	68585	40, 8	7, 8	74436	40, 6	8, 5
Total	167 954	100	7, 9	183133	100	9, 0

Source: Statistic Finland, Demographic statistic.

Table II

Finnish citizenships granted

Country of previous citizenship	2006	2007	2008	2009	2010
Russia	1399	1665	2211	1026	1925
Estonia	176	182	262	166	243
Iran	213	218	329	180	137
Turkey	110	102	195	94	132
Somalia	445	464	595	290	131
Former Serbia and Montenegro	248	232	324	154	109
Afghanistan	101	102	279	186	108
Sweden	178	163	274	126	104
Ukraine	46	45	62	53	92
China	57	68	84	53	85
Others	1460	1583	2067	1085	1268
Total	4433	4824	6682	3413	4334

1) Persons permanently resident in Finland					

Source: Statistic Finland, Demographic Statistics